

POSITION SUMMARY STATEMENT:

This is professional work related to the Department of Workforce Development (DWD) Records and Information management (RIM) program. Under the general supervision of the Procurement Director and general direction of the Records Officer, this position provides leadership, consultation, and the technical assistance for all records management activities in the department. Specific responsibilities of this position will include: providing records and document management analysis, technical consultation, training and administration of DWD's Records and Information (RIM) program; providing division records managers and staff with instructional material enabling them to follow established RIM procedures and departmental policy and guidance; performing basic records management operations in accordance with RIM administrative rules, and Public Records Board requirements; and continuity of operations activities.

Goals and Activities

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| 40% | A. | Develop records and document management analysis. Provide technical consultation, training and administration of DWD's RIM program. |
| | A1. | Assist Records Officer with management and enhancement of the department-wide RIM program and identification of new goals to support the DWD mission and business objectives. |
| | A2. | Assist with departmental records-related initiatives and projects such as the annual April Records and Information Management month activities, executive staff email archiving/electronic records transfer to the Wisconsin Historical Society, web and social media records requirement implementations. |
| | A3. | Investigate and maintain current knowledge of practices and developments within the field of records and information management, especially as it pertains to state and federal requirements and new technologies, such as web, social media, and data warehouse records environments. |
| | A4. | Coordinate department-specific records management activities with DWD management and Legal Counsel, the Wisconsin Historical Society, State Records Center, Legislative Audit Bureau, and Department of Administration. |
| | A5. | Track procedures for internal management of DWD's RIM Program, primarily through maintenance of the Records Management Manual that documents program requirements, standards, guidance and best practices. |
| | A6. | Keep DWD Records Management policy current and in alignment with legal and Public Records Board guidance and directives. |
| | A7. | Stay apprised of the State Public Records Board initiatives and guidance documents, providing input related to the specifics of the DWD RIM program. |
| | A8. | Attend the State Records Officer Council meetings, Public Records Board (PRB) meetings, and serve on PRB guidance committees as appropriate. |
| 20% | B. | Creation of instructional material(s) to division records managers and staff enabling them to follow established RIM procedures and departmental policy and guidance. |
| | B1. | Create and maintain content published on the Records Management Section of the DWD WorkWeb. |
| | B2. | Identify records management training needs within the department. Prepare appropriate materials and present training at Records Manager meetings or as requested by divisions. |
| | B3. | Provide consultation and technical assistance to help divisions maintain and improve their records management programs. |
| | B4. | Work with the divisions in structuring their file server space utilizing RDAs as a filing guidance mechanism to enable proper retention and eventual deletion or transfer to the Historical Society, according to the Records and Retention Disposition Authorization (RDA) requirements. |
| 20% | C. | Performance of basic records management operations in accordance with RIM procedures. |
| | C1. | Establish and maintain departmental RDA log. |
| | C2. | Conduct semi-annual and annual records destruction according to the State Records Center report distributed to agency Records Officers. |
| | C3. | Use the State Records center Versatile web application to access and analyze information about DWD RDAs and records stored at the Records Center. |
| | C4. | Maintain list of DWD staff authorized to send and retrieve records to and from the State Records Center. |
| | C5. | Create and write DWD RDAs, in compliance with Public Records Board standards, to ensure division records meet legal, fiscal, technical, administrative, and historical values and requirements, as determined by the business need of the record. |
| | C6. | Utilize organizational classification to write functional RDAs. |
| 10% | D. | Conduct confirmation of compliance activities with State of Wisconsin records laws and administrative rules, and Public Records Board requirements to management. |
| | D1. | Complete management requested reports related to the Records and Information Management program, such as number of official records required in paper format, official record locations, information contained in DWD RDA documents. |
| | D2. | Analyze, monitor and evaluate records management activities within the divisions to resolve problems and meet RIM program needs. |
| | D3. | Document compliance concerns related to records retention, management and disposition, privacy and confidentiality of personally identifiable information. Carry out efforts to correct deficiencies and improve the level of records management performance. |
| 10% | E. | Continuity of Operations (COOP) and other duties as assigned. |
| | E1. | Serve as the first point of contact with the Records Officer for records management issues in COOP situations. |
| | E2. | Participate in COOP initiative as they relate to department mission essential records identified in the DWD Workforce Contingency Application (WCA). |
| | E3. | Analyze reports from WCA related to essential records; ensure WCA RDA selections remain current. |
| | E4. | Other duties as assigned. |

Knowledge Skills and Abilities

- Knowledge of, and ability to use, effective communication skills, both written and oral, to enable appropriate flow in information and presentation of new ideas and concepts.
- Knowledge of and skill in organization and management principles, practices and procedures to include ability to influence without direct authority.
- Knowledge of and skill in accepted principles, theories, and best practices of records management, data collection for manual and automated systems.
- Excellent analytical skills.
- Knowledge of and skill in State and departmental policies and procedures relating to records management, data administration and management.
- Ability to read and interpret complex laws and regulations.
- Ability to effectively analyze collected information and report results and findings.
- Knowledge of problem solving techniques and ability to apply those techniques.
- Ability to work with work groups or in teams to effectively meet established objectives.
- Knowledge of Continuity of Operations and continuity of government principles.
- Excellent customer service skills.
- Knowledge of the relationship between records management and continuity of operations as applied during planned events, emergencies, or disasters.
- Ability to use and/or working knowledge of/familiarity with Microsoft Office Suite and other computer applications.
- Ability to respond to questions from end users and records management program stakeholders and partners and to redirect to subject matter experts when appropriate.
- Ability to write, proofread and edit documents.
- Ability to communicate the task sequence of RIM processes effectively.